

AUTOMATICALLY IMPROVING A VOICE RECOGNITION SYSTEM

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ABSTRACT

Systems and methods for automatically improving a voice recognition system are provided. In one embodiment, the systems and methods retrieve voice recognition information produced by a voice recognition system in response to recognizing a user utterance. The voice recognition information comprises a recognized voice command associated with the user utterance and a reference to an audio file that includes the user utterance. The audio file is played and it is determined if the recognized voice command matches the user utterance included in the audio file. The user utterance is then transcribed to create a transcribed utterance, if the recognized voice command does not match the user utterance. The transcribed utterance is then recorded in association with the recognized voice command to monitor recognition accuracy.

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